

COMMUNITY BENEFITS REPORTING FORM

Pursuant to RSA 7:32-c-1

FOR FISCAL YEAR BEGINNING 04/01/2015

to be filed with:

Office of the Attorney General
Charitable Trusts Unit
33 Capitol Street, Concord, NH 03301-6397
603-271-3591

Section 1: ORGANIZATIONAL INFORMATION

Organization Name Central New Hampshire VNA & Hospice

Street Address 780 North Main Street

City Laconia

County 01 - Belknap

State NH **Zip Code** 3246

Federal ID # -20324948

State Registration # 1572

Website Address: www.centralvna.org

Is the organization's community benefit plan on the organization's website? Yes

Has the organization filed its Community Benefits Plan Initial Filing Information form? Yes

IF NO, please complete and attach the Initial Filing Information Form.

IF YES, has any of the initial filing information changed since the date of submission?

No **IF YES**, please attach the updated information.

Chief Executive: Margaret Franckhauser 6035248444 mf@centralvna.org

Board Chair: William Schwidder 6035248444
wschwidder@metrocast.net

Community Benefits

Plan Contact: Margaret Franckhauser -6035248444 mf@centralvna.org

Is this report being filed on behalf of more than one health care charitable trust? No

IF YES, please complete a copy of this page for each individual organization included in this filing.

Section 2: MISSION & COMMUNITY SERVED

Mission Statement: The mission of Central New Hampshire VNA & Hospice is to promote dignity, independence and well-being through the delivery of quality home health, hospice and community based care service.

Has the Mission Statement been reaffirmed in the past year (*RSA 7:32e-I*)? Yes

Please describe the community served by the health care charitable trust. "Community" may be defined as a geographic service area and/or a population segment.

Service Area (Identify Towns or Region describing the trust's primary service area):

The service area of Central New Hampshire VNA & Hospice includes all the towns of Belknap County and those of Southern Carroll County. In the pediatric program, services extend by contract to all communities in Carroll County. Staff are deployed from one of two offices embedded in the communities served. The central office is located in Laconia, and the branch office is located in Wolfeboro on the grounds of Huggins Hospital.

Service Population (Describe demographic or other characteristics if the trust primarily serves a population other than the general population):

The agency provides services to those who require health care interventions in their place of residence if the client's needs can be met safely in that environment. In our agency's case, the term "residence" may refer to a private home, a group home, a residential care facility or a nursing home. Pediatric health, education and support services may also be provided in community locations such as schools and child care centers. Services are focused on hands on health care and support and health education for those recovering from acute illness or managing a chronic illness at home. Care can be curative, restorative or adaptive and is focused on the unique needs of the individual in their residential setting. The agency works to allow clients and their families and other natural supports to become as independent as possible in managing the disease and maximizing function within the context of the health related issue.

Services include professional registered nurses, physical, occupational and speech therapists, licensed nursing assistants (home health aides), social workers, spiritual care coordinators, bereavement counselors and volunteers.

The agency receives referrals from community and remote healthcare and social support providers including hospital discharge planners, community care coordinators, nursing home personnel, physician and APRN practices, schools and social support networks. In order to qualify for service, the agency requires that the individual have a home or primary residence in which healthcare services can be safely provided and the individual is likely to demonstrate medical or functional benefit from the receipt of services. In addition, the payors for services impose other qualifying restrictions based on the service requested and the benefit package available to the beneficiary.

Because of the community demographics and the license required for the provision of services, the agency focuses much of its resource on the aging who carry a large burden of disease and on

young, "fragile families" - families who are dealing with issues of poverty, low education and employment, teenage pregnancy, periodic homelessness, serious childhood illness, domestic violence and substance abuse. The goal of services to young families is to stabilize the families and assist them in developing reliable, solid supports so that they can become healthy places for young children to learn and develop. Both Belknap and Carroll Counties have a higher percentage of elders than the state and both have a high proportion of young families who live at or below the federal poverty level.

The target population of Central New Hampshire VNA & Hospice includes those who have been discharged from an acute care facility or rehabilitation center, persons with chronic disease who have acute exacerbations or complications of their disease, individuals of any age at the end of life when attempts to achieve cure of disease are no longer feasible and fragile families - families with social or medical risk who have young children. In some cases, eligibility criteria must be met before services can be accessed.

The agency serves all ages from birth to death in three programs: home health, hospice and pediatric (young family) care. In addition, the agency provides a number of population health services within the community - services designed to identify early illness or to prevent illness in large segments of society. Specifically, the agency provided adult and pediatric vaccine clinics as well as blood pressure screening clinical and foot care clinics for the elderly.

It should be noted that the agency participates actively with two regional public health efforts intended to improve healthcare access, implement healthy practices and conduct emergency preparedness among the communities of Southern Carroll and Belknap counties. On the eastern side of Lake Winnepesaukee, the agency participates in the Carroll County Regional Public Health Network, and on the western side, the agency participates with the Winnepesaukee Regional Public Health Network.

Because the agency crosses two hospital services areas (HSAs) - that of Huggins Hospital in Wolfeboro and LRGHealthcare in Laconia, we participated in two community health assessment and planning projects. On the eastern side of Lake Winnepesaukee, we participated with Huggins Hospital in producing the 2013 Community Health Assessment and Plan, and on the western side of the lake, the agency participated with the LRGHealthcare plan, released in late 2014. In reviewing the results of both assessments, agency leaders noted similarity in the health priorities of both communities and we combine those rankings for use in this report.

Impact of the ACA: Although the Affordable Care Act was passed by Congress in 2010, the relevant elements of the act did not become effective until 2014. During this past year, the agency saw an increase in the number of patients with health insurance coverage. Paradoxically, the agency also extended charity to a greater number of individuals because of high deductibles and co-payment responsibilities under the new insurance products. We saw that many of those who purchased insurance on the Healthcare Exchange enrolled in products with low premiums but high deductibles. When illness strikes, the deductible must be paid out of pocket before the insurance coverage begins; thus, we found a significant number of clients continued to request some degree of charity care in spite of health care coverage.

Section 3: COMMUNITY NEEDS ASSESSMENT

In what year was the last community needs assessment conducted to assist in determining the activities to be included in the community benefit plan?

2014 *(Please attach a copy of the needs assessment if completed in the past year)*

Was the assessment conducted in conjunction with other health care charitable trusts in your community? Yes

Based on the needs assessment and community engagement process, what are the priority needs and health concerns of your community?

	NEED (Please enter code # from attached list of community needs)
1	400
2	507
3	370
4	121
5	100
6	503
7	430
8	603
9	300

What other important health care needs or community characteristics were considered in the development of the current community benefits plan (e.g. essential needs or services not specifically identified in the community needs assessment)?

	NEED (Please enter code # from attached list of community needs)
A	420
B	601
C	526
D	501
E	361
F	125
G	999

Please provide additional description or comments on community needs including description of “other” needs (code 999) if applicable. *Attach additional pages if necessary:*

999 - Other refers to end of life care and palliative care offered to those who are dealing with serious chronic illness and for whom treatment creates symptoms requiring adjustment or management and those for whom treatment is not feasible.

Section 4: COMMUNITY BENEFIT ACTIVITIES

Identify the categories of Community Benefit activities provided in the preceding year and planned for the upcoming year (note: some categories may be blank). For each area where your organization has activities, report the past and/or projected unreimbursed costs for *all* community benefit activities in that category. For each category, also indicate the *primary* community needs that are addressed by these activities by referring to the applicable number or letter from the lists on the previous page (i.e. the listed needs may relate to only a subset of the total reported costs in some categories).

<i>A. Community Health Services</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Community Health Education</i>	1 5 B	\$12,300.00	\$10,000.00
<i>Community-based Clinical Services</i>	5 C D	\$13,160.00	\$13,000.00
<i>Health Care Support Services</i>	G D 9	\$17,880.00	\$18,000.00
<i>Other:</i>	-- -- --		

<i>B. Health Professions Education</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Provision of Clinical Settings for Undergraduate Training</i>	C 5 G	\$10,420.00	\$13,000.00
<i>Intern/Residency Education</i>	C G Other	\$2,400.00	\$3,000.00
<i>Scholarships/Funding for Health Professions Ed.</i>	D C 5	\$7,412.00	6,000.00
<i>Other:</i> <i>Clear Path Mental Health</i>	2 1 5	\$11,000.00	

<i>C. Subsidized Health Services</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Type of Service:</i> <i>Pediatric & Young Family</i>	B 9 E	\$64,216.00	\$90,000.00
<i>Type of Service:</i> <i>Home Health & Telehealth</i>	C 5 4	\$142,864.00	\$140,000.00
<i>Type of Service:</i> <i>Hospice & Palliative Care</i>	G 5 --	\$138,321.00	140,000.00
<i>Type of Service:</i>	-- -- --		
<i>Type of Service:</i>	-- -- --		

<i>D. Research</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Clinical Research</i>	-- -- --		
<i>Community Health Research</i>	D C 5	\$3,520.00	4,000.00
<i>Other:</i>	-- -- --		

<i>E. Financial Contributions</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Cash Donations</i>	7 B --	\$1,000.00	\$1,000.00
<i>Grants</i>	-- -- --		
<i>In-Kind Assistance</i>	B 7 --	3,050.00	3,000.00
<i>Resource Development Assistance</i>	-- -- --		

<i>F. Community Building Activities</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Physical Infrastructure Improvement</i>	-- -- --		
<i>Economic Development</i>	7 D --	\$500.00	\$500.00
<i>Support Systems Enhancement</i>	7 B --	\$1,400.00	\$500.00
<i>Environmental Improvements</i>	-- -- --		
<i>Leadership Development; Training for Community Members</i>	1 C 3	\$565.00	\$300.00
<i>Coalition Building</i>	1 2 9	\$11,525.00	\$12,000.00
<i>Community Health Advocacy</i>	5 E C	\$3,000.00	3,000.00

<i>G. Community Benefit Operations</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Dedicated Staff Costs</i>	1 7 D	\$1,000.00	\$1,000.00
<i>Community Needs/Asset Assessment</i>	1 7 D	\$600.00	\$200.00
<i>Other Operations</i>	-- -- --		

<i>H. Charity Care</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Free & Discounted Health Care Services</i>	C 6 7	\$37,034.00	\$35,000.00

<i>I. Government-Sponsored Health Care</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Medicare Costs exceeding reimbursement</i>	5 C D	\$85,140.00	\$90,000.00
<i>Medicaid Costs exceeding reimbursement</i>	5 7 B	\$136,484.00	140,000.00
<i>Other Publicly-funded health care costs exceeding reimbursement</i>	-- -- --		

Section 5: SUMMARY FINANCIAL MEASURES

<i>Financial Information for Most Recent Fiscal Year</i>	<i>Dollar Amount</i>
<i>Gross Receipts from Operations</i>	\$7,601,026.00
<i>Net Revenue from Patient Services</i>	\$7,213,475.00
<i>Total Operating Expenses</i>	\$7,653,102.00
<i>Net Medicare Revenue</i>	\$5,976,483.00
<i>Medicare Costs</i>	\$6,061,623.00
<i>Net Medicaid Revenue</i>	\$279,109.00
<i>Medicaid Costs</i>	\$413,593.00
<i>Unreimbursed Charity Care Expenses</i>	\$37,034.00
<i>Unreimbursed Expenses of Other Community Benefits</i>	\$667,757.00
<i>Total Unreimbursed Community Benefit Expenses</i>	\$704,791.00
<i>Leveraged Revenue for Community Benefit Activities</i>	\$474,036.00
<i>Total Community Benefits including Leveraged Revenue for Community Benefit Activities</i>	\$1,175,827.00

Section 6: COMMUNITY ENGAGEMENT in the Community Benefits Process

<i>List the Community Organizations, Local Government Officials and other Representatives of the Public consulted in the community benefits planning process. Indicate the role of each in the process.</i>	<i>Identification of Need</i>	<i>Prioritization of Need</i>	<i>Development of the Plan</i>	<i>Commented on Proposed Plan</i>
1) LRGHealthcare Office of Community Affairs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2) Lakes Region partnership for Public Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3) Winnepesaukee Public Health Council	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4) Huggins Hospital	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5) Carroll County Public Health Coalition	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6) Genesis Behavioral Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7) HealthFirst Family Care Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8) Caregivers Support Group - Laconia	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) Meredith, Center Harbor and Sandwich Community Caregivers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) Spiritual Care Committee of the Lakes Region	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11) Friendship Club	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12) Laconia School District	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13) Meredith School District	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14) Town of Gilford Welfare Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15) Lakes Region Community Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
16) Central New Hampshire VNA & Hospice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide a description of the methods used to solicit community input on community needs (attach additional pages if necessary): This agency works with two community health assessment and planning groups - one centered in Belknap County addressing the LRGH Healthcare Hospital Service area (HSA) and one centered in Southern Carroll County addressing the Huggins Hospital HSA. In the latter service area, the hospital and the VNA participated together in a review of community data drawn from both internal and external sources. The external sources are published reports of bhealth and social statistics from the area and concentrate on the types of services that are available in the geographic region. The interanl sources include an analysis of Emergency room visits and diagnoses, analysis of hospitalizations and an analysis of patients covered by the hospital owned practices. TheHuggisn Hospital report was released in 2013 to the community at large.

In Belknap County, the process was led by LRGHealthcare which owns and operates both the Lakes Region and Franklin Hospital. They were joined by a variety of partners from the health and social services community who paired LRGHealthcare internal and survey data with data identified by the Lakes Region Partnership for Public Health Data Collaborative. The group initially convened in 2012 to conduct a comprehensive community health and needs assessment using focus groups, key informant interviews and local and regional data sets including information from the state Office of Vital Records, the NH Children's Alliance, regional police and safety data, emergency room visit data and many other published sources with data to contribute to the project. The hard data was compared to the soft data obtained through focus groups and key informant interviews. Ultimately, the data was then matched to survey data collected by the hospital and funneled into two documents: the Health Assessment and the Regional Health Report Card.

Data was shared with community leaders, community service groups, schools, healthcare providers, elected officials, safety officials and others to inform decision making.

Section 7: CHARITY CARE COMPLIANCE

Please characterize the charity care policies and procedures of your organization according to the following:	YES	NO	Not Applicable
The valuation of charity does not include any bad debt, receivables or revenue	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written charity care policy available to the public	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any individual can apply for charity care	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any applicant will receive a prompt decision on eligibility and amount of charity care offered	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notices of policy in lobbies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Notice of policy in waiting rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Notice of policy in other public areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notice given to recipients who are served in their home	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

List of Potential Community Needs for Use on Section 3

100 - Access to Care; General

- 101 - Access to Care; Financial Barriers
- 102 - Access to Care; Geographic Barriers
- 103 - Access to Care; Language/Cultural Barriers to Care
- 120 - Availability of Primary Care
- 121 - Availability of Dental/Oral Health Care
- 122 - Availability of Behavioral Health Care
- 123 - Availability of Other Medical Specialties
- 124 - Availability of Home Health Care
- 125 - Availability of Long Term Care or Assisted Living
- 126 - Availability of Physical/Occupational Therapy
- 127 - Availability of Other Health Professionals/Services
- 128 - Availability of Prescription Medications

200 - Maternal & Child Health; General

- 201 - Perinatal Care Access
- 202 - Infant Mortality
- 203 - Teen Pregnancy
- 204 - Access/Availability of Family Planning Services
- 206 - Infant & Child Nutrition
- 220 - School Health Services

300 - Chronic Disease – Prevention and Care; General

- 301 - Breast Cancer
- 302 - Cervical Cancer
- 303 - Colorectal Cancer
- 304 - Lung Cancer
- 305 - Prostate Cancer
- 319 - Other Cancer
- 320 - Hypertension/HBP
- 321 - Coronary Heart Disease
- 322 - Cerebrovascular Disease/Stroke
- 330 - Diabetes
- 340 - Asthma
- 341 - Chronic Obstructive Pulmonary Disease
- 350 - Access/Availability of Chronic Disease Screening Services

360 - Infectious Disease – Prevention and Care; General

- 361 - Immunization Rates
- 362 - STDs/HIV
- 363 - Influenza/Pneumonia
- 364 - Food borne disease
- 365 - Vector borne disease

370 - Mental Health/Psychiatric Disorders – Prevention and Care; General

- 371 - Suicide Prevention
- 372 - Child and adolescent mental health
- 372 - Alzheimer's/Dementia
- 373 - Depression
- 374 - Serious Mental Illness

400 - Substance Use; Lifestyle Issues

- 401 - Youth Alcohol Use
- 402 - Adult Alcohol Use
- 403 - Youth Drug Use
- 404 - Adult Drug Use
- 405 - Youth Tobacco Use
- 406 - Adult Tobacco Use
- 407 - Access/Availability of Alcohol/Drug Treatment
- 420 - Obesity
- 421 - Physical Activity
- 422 - Nutrition Education
- 430 - Family/Parent Support Services

500 – Socioeconomic Issues; General

- 501 - Aging Population
- 502 - Immigrants/Refugees
- 503 - Poverty
- 504 - Unemployment
- 505 - Homelessness
- 506 - Economic Development
- 507 - Educational Attainment
- 508 - High School Completion
- 509 - Housing Adequacy

520 - Community Safety & Injury; General

- 521 - Availability of Emergency Medical Services
- 522 - Local Emergency Readiness & Response
- 523 - Motor Vehicle-related Injury/Mortality
- 524 - Driving Under Influence
- 525 - Vandalism/Crime
- 526 - Domestic Abuse
- 527 - Child Abuse/Neglect
- 528 - Lead Poisoning
- 529 - Work-related injury
- 530 - Fall Injuries
- 531 - Brain Injury
- 532 - Other Unintentional Injury

533 - Air Quality
534 - Water Quality

600 - Community Supports; General

601 - Transportation Services
602 - Information & Referral Services
603 - Senior Services
604 - Prescription Assistance
605 - Medical Interpretation
606 - Services for Physical & Developmental Disabilities
607 - Housing Assistance
608 - Fuel Assistance
609 - Food Assistance
610 - Child Care Assistance
611 - Respite Care

999 – Other Community Need